

POSITION:	Administrative Office Assistant	DATE WRITTEN: 2/2026
DEPARTMENT:	Veterans Assistance Commission	REVIEWED BY: CH
REPORTS TO:	Superintendent	
WAGE:	\$17.50 HOURLY (Negotiable based on experience)	
HOURS:	Monday-Thursday 9:00 a.m.-3:00 p.m.	

POSITION OBJECTIVE:

To assist in facilitating the efficient operations of the Veterans Assistance Commission by providing front-line service to the public and performing various clerical and secretarial duties and project management of a highly responsible and confidential nature for the Superintendent.

DIMENSIONS:

2 VAC personnel

Phone calls: 25+ incoming and outgoing per day

Office visitors: 10+ per day on average

JOB DUTIES AND RESPONSIBILITIES:

- Provides responsible administrative and secretarial support to the Superintendent. Types and formats letters, reports, complex charts and graphs utilizing a variety of computer programs.
- Answers questions from individuals over the telephone and at the counter. Creates, updates, maintains, and retrieves client files in database or similar programs. Responsible for organizing the workload and prioritization of tasks according to their priority and responsibility.
- Schedules and confirms appointments for clients.
- Receives incoming mail and distributes to office staff.
- Assists clients with search queries, printing documents, and ensuring that the documents are fully completed. Guides clients with brief interview to determine benefits being sought in a respectful manner while not providing claims and/or benefit advice.
- Research court cases, medical records, medical research, and current regulations on a daily basis.
- Manages transportation program and coordinates with driver and veteran. Prepares monthly transportation report.
- Screens calls from individuals requesting to talk to office staff.
- Processes sensitive and confidential documents, handles phone calls involving sensitive issues and communicates these matters to the appropriate office staff.

- Schedules and confirms appointments, meetings, reservations, and maintains VSO's appointment calendar to ensure effective time management.
- Assists with special projects and/or other duties as assigned.

EDUCATION, EXPERIENCE, AND OTHER JOB REQUIREMENTS:

High School diploma or equivalent. Minimum of two years office experience. Prior experience in legal, office administration, bookkeeping and/or accounting preferred.

Ability to use independent judgment in problem solving with minimal supervision, yet recognizing limitations of authority and responsibilities.

An understanding of local and state government protocol; and the ability to comprehend and interpret military and legal documents relevant to serving as a support role to the VAC staff as necessary.

Professional public relations skills due to the exceedingly high amount of contact with the public and outside agencies. Excellent written and verbal communication skills.

Accurate record keeping and organizational skills. Attention to detail.

Ability to maintain confidentiality due to the sensitive and confidential issues handled by the VAC.

Adaptability to different personalities and situations so as to diffuse, empathize, and encourage clients.

Ability to type 40-45 wpm, with knowledge of personal computers and software (Microsoft Word, Excel, Access, and Windows or comparable programs). Must be familiar with standard office equipment such as fax machine, copier, multi-line phone, etc.

WORKING CONDITIONS:

May be exposed to frustrated and hostile individuals, both over the phone and in person. Must be able to maintain a calm and professional demeanor while assisting them.

PHYSICAL REQUIREMENTS:

Duties may include: stooping, bending, kneeling, crouching, reaching, pushing, pulling, and grasping; some of which may be repetitive. Incumbent is required to sit, stand, and walk for various amounts of time while completing duties. Hearing and speaking ability sufficient to carry on a conversation with other individuals in person and over a telephone. Visual ability sufficient to read and complete written correspondence, reports, etc., and computer screen information.